

# PROBLEM SOLVING REPORT

Safety	Recordable?	Y / N	Quality	Delivery	Cost	Other	<b>Department/Area:</b> _____ <b>Owner(s):</b> _____
	Lost Time?	Y / N					

**Problem Description:**

**Point Of Cause:** (Walk the process back to where the problem first occurs)

<b>Standard:</b>	
<b>Gap:</b>	
<b>Actual:</b>	

**Use the following questions to drive thinking around causes**

1) Is there a Standard? (Work, Job Instruction, etc)	Y	N	2) Standard is followed? ( Seq,What,How,Why)	Y	N
3) Have all effected personnel been trained?			4) Is there any Error Proofing?		

**5 Why Analysis ?**  
 Root Cause Analysis: In First Why write down the Most Probable cause ( Use additional sheets as needed )

Why ? \_\_\_\_\_

Why ? \_\_\_\_\_

Why? \_\_\_\_\_

Why? \_\_\_\_\_

Why? \_\_\_\_\_

**Root Cause :** \_\_\_\_\_

Intermediate Action Plan:	Who	Due Date	Status	Break Point
			⊕	Start: Finish:
			⊕	Start: Finish:

Long Term Countermeasure (Prevent)	Who	Due Date	Status	Break Point
			⊕	Start: Finish:
			⊕	Start: Finish:

Problem Identified

Countermeasure Proposed

CM Agreed on

Problem Solved

**Verification & Resolution Questions:**

1) Has Problem Reoccurred ?	Y	N	N/A
2) Has Standardized work & Job Instructions being updated ?			
3) Has the results/ Changes communicated to <b>all</b> affected Team Members?			

Issue Resolved Satisfactory?

Date Closed : \_\_\_\_\_